

THE HOMETOWN CONNECTION

IN THIS ISSUE

Rooted in Community

From the STEAM Expo to local partnerships. See how ALP connects with the community and supports spaces where people gather and learn.

People Behind ALP

Meet the team behind ALP, from the field to the office, supporting daily operations and keeping services running across the community.

Progress With Purpose

An update on key projects for 2026, including wells, a water tower, and undergrounding work, all part of preparing Alexandria for continued growth.

Service You Can Trust

From hydrant flushing to national safety award, see how ongoing work and high standards support reliable service throughout the community.

Power in Knowledge

Learn more about energy conservation, seasonal watering guidelines and available rebates to help manage usage and support long-term savings.



A MESSAGE FROM TED

As we move into the spring and summer months, this issue highlights the work happening across ALP, both in the field and behind the scenes.

From community events like the STEAM Expo to national recognition for reliability and safety, it's a reflection of the dedication our team brings to their work every day. You'll also see updates on key infrastructure projects, including new wells, a water tower and continued undergrounding efforts, all part of our long-term investment in serving Alexandria.

These projects take time and careful planning but they're essential to ensuring reliable service today and into the future.

We're also happy to support community spaces through energy rebates and to provide programs that help customers manage energy use throughout the year.

I'm proud of our team and the work they do every day to support this community, often in ways that go unseen.

Sincerely,
Ted Cash
General Manager, ALP Utilities

THE PEOPLE BEHIND ALP



Meet Sharon

Sharon has been part of ALP since 1983, when she started as a contract meter reader while raising her family. In 2015, she joined the team full-time.

Over the years, she's seen a load of change. She remembers when ALP's service area was once divided into 22-"books", named for the metal-bound books used to record electric and water readings by hand. For many years, the job meant driving to an area, parking and walking each route.

Some days included long stretches along lakeshore homes, or trekking through the snow with snowshoes to reach just a few meters.

More recently, Sharon has spent time supporting the customer service team, answering questions and assisting customers day to day. She'll soon return to the meter department as work continues.

After more than four decades, Sharon's experience and dedication continue to make a difference across the ALP team.

ALP UTILITIES

IN THE COMMUNITY: STEAM EXPO

ALP was once again proud to be part of this year's STEAM Expo at Alexandria High School.

The event brought together families from across the community for an evening of hands-on activities focused on science, technology, engineering, arts and math. It was great to see so many kids stop by our booth to spin the wheel, test their knowledge and learn more about how electricity works.



Events like the STEAM Expo are a great reminder of how curious kids are, and how engaging learning can be when it's hands-on and interactive. From simple questions about how power gets to your home to bigger ideas about energy use, we enjoyed every conversation.

We value opportunities like this to connect with the community and share a bit more about what we do. Thank you to everyone who came out, we loved being a part of it and look forward to next year.



SPRING 2026

SUPPORTING COMMUNITY SPACES THROUGH ENERGY REBATES

ALP Utilities, along with Missouri River Energy Service (MRES), recently presented the City of Alexandria with a \$9,682.50 rebate for energy-efficient upgrades at the Prime West Health Runestone Community Center (PWH RCC).

The improvements were part of the facility's multi-phase expansion and include high-efficiency LED lighting and new HVAC equipment, including an energy recovery ventilator (ERV). Together, these upgrades help improve indoor comfort while reducing overall costs.

The updated lighting provides brighter, more consistent illumination throughout the expanded spaces, while the HVAC system helps maintain comfortable conditions year-around by capturing and reusing energy that would otherwise be lost.

The project is expected to reduce demand by more than 27 kW and save over 30,000 kWh annually, helping lower long-term energy costs for the facility.



"It's been great to work with ALP Utilities and MRES on these upgrades," said Vinnie Hennen, Manager of the PWH RCC. "Not only are we improving the space for the community, but the rebate helps us save on long-term energy costs, which is a win for everyone."

Through Bright Energy Solutions, ALP offers rebates and no-cost energy consultations to help local businesses identify opportunities to save.

WHY ENERGY CONSERVATION REQUESTS HAPPEN

When temperatures reach extreme levels, you may hear energy providers like ALP ask customers to conserve energy.

We experienced one of those situations during January's cold stretch, when demand across the regional power grid was especially high. As we head into summer, similar requests can happen during periods of extreme heat.

These requests help protect system reliability by reducing demand during peak times. Even small

changes in energy use can make a difference in keeping the system balanced and avoiding larger outages.

To learn more about why these requests happen and how they support reliable service, read our full article online.

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ALP RECOGNIZED FOR RELIABILITY AND SAFETY



ALP has been recognized nationally for reliability and safety, earning both the Platinum Reliable Public Power Provider (RP3) designation and the Diamond-Level Safety Award of Excellence from the American Public Power Association (APPA).

The RP3 designation recognizes utilities that demonstrate strong performance in reliability, safety, workforce development and system improvement. The Safety Award reflects a continued commitment to maintaining high standards across daily operations.

Reliability and safety don't happen by chance, they come from careful planning, ongoing training and a constant focus on doing the job right.

For our customers, it means dependable service and a team working behind the scenes to keep systems running safely and efficiently.

THE PEOPLE BEHIND ALP

Meet Cody

Cody has been part of ALP for three years, working as a Water Production Worker.

His role takes him wherever he's needed, from the water treatment plant to working on the distribution system. From day to day, that can mean anything from routine maintenance to responding to issues in the field.

One recent example involved repairing a leaking service line, where crews were able to locate the issue, make the repair and restore water service in just a few hours. It's a good example of the kind of work that happens behind the scenes to keep things running.



Cody enjoys that no two days are the same, which means he's always learning something new. While the work can be unpredictable, solving problems as they come is also one of the most rewarding parts.

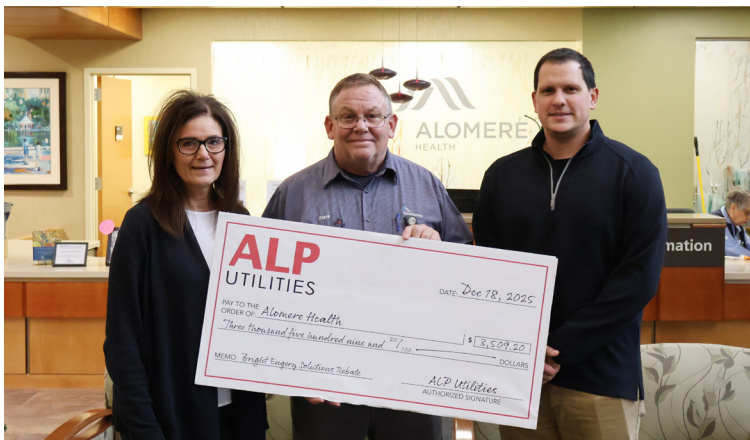
His work plays an important role in delivering safe, reliable water every day.

ENERGY REBATE IN ACTION

ALP recently presented Alomere Health with a \$3,509 rebate for energy-efficient lighting upgrades in their pharmacy and dermatology clinic. By upgrading to high-efficiency fixtures, the facility improves lighting quality while reducing overall energy use.

Projects like this highlight how local businesses can invest in efficacy while lowering long-term operations costs. Through our partnership with Missouri River Energy Service (MRES) and Bright Energy Solutions (BES), ALP offers rebates to help make these upgrades accessible.

If you're a business owner planning improvements, energy-saving rebates may be available to support your next project.

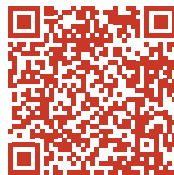


POLICY UPDATE

ALP has made updates to its Billing & Payment Policy and Service Deposit Policy.

These changes affect a small number of customers and provide added clarity around billing, deposits and service transfers.

To view full details in our Service Policy, scan the QR code.



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THE PEOPLE BEHIND ALP



Meet Kirsten

Kirsten has been part of ALP for five years, working in HR, Benefits and Payroll.

In her role, she supports employees across the team, from processing payroll and managing benefits, to onboarding and recruitment. Her work helps ensure things run smoothly day to day, so employees have what they need to focus on their roles.

No two days look the same. Some days are focused on payroll, while others involve answering questions, reviewing information or supporting hiring efforts to bring new people into the team.

Her work requires attention to detail, organization and keeping up with changing requirements, much of which happens behind the scenes. It's an important part of supporting the ALP team, so they can continue delivering safe, reliable service to Alexandria.

BUILDING FOR THE FUTURE: NEW WATER TOWER PROGRESS

Work will soon move above ground on Alexandria's newest water tower along County Road 82.

As temperatures warm this spring, crews will begin constructing the concrete pedestal that will support the tower, marking the next major phase of the project. This process alone can take 12-14 weeks to complete with weather and temperatures playing a major role in the timeline.

While much of the visible progress is still to come, significant work has already been completed. Since breaking ground last August, crews have excavated the site, poured the foundation, and

installed underground piping to connect the water tower to the existing water system.

Projects like this take time, planning and coordination, but each step plays a role in preparing for the future. The new tower is part of ALP's ongoing investment in Alexandria's infrastructure.



EXPANDING CAPACITY BENEATH THE SURFACE



As Alexandria continues to grow, ALP continues to invest in the water system to add capacity and support future needs.

One part of that work is the addition of two new wells at Discovery Middle School. While much of this work happens out of sight, it plays an important role in long-term planning.

From site preparation to drilling, each step requires careful coordination to ensure the wells can be

safely integrated into the system.

The wells are now in place, with final connections scheduled for this spring. After over a year of planning and construction, they are expected to be fully online by fall.

These wells will help strengthen overall system capacity and support continued growth across the community.

UNDERGROUNDING WORK CONTINUES THIS SUMMER

This spring and summer, ALP Utilities will continue to move portions of Alexandria's electric system underground.

The two areas are a small section of alley downtown and along North Nokomis. These projects are part of a long-term effort to strengthen the system and support the community as it grows.

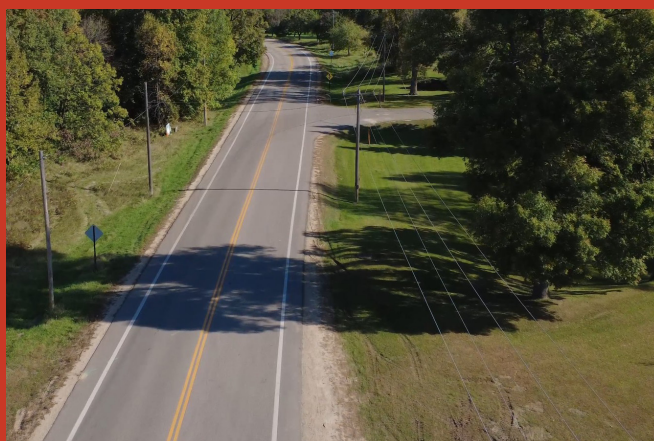
Moving power lines underground helps reduce the impact of storms, trees and other external factors that can lead to outages. While much of the work happens gradually, it plays an important role in improving reliability over time.

As work gets underway, residents may notice crews working in these areas throughout the summer season. This is a normal part of the process as new underground lines are installed, and existing overhead lines are removed.

Projects like these take time, but each phase is part of a larger plan to modernize the system over the next six years. These investments in infrastructure are important to help ensure reliable electric service for many years to come.



DARLING CIRCUIT PROJECT NEARS COMPLETION



Work is nearing completion on the Darling Circuit undergrounding project, marking an important step forward in strengthening Alexandria's electric system.

Over the past year, crews have been working along a 5-mile stretch around Lake Darling to move power lines underground and upgrade key parts of the system. This has included installing new underground cable and equipment to support long-term reliability.

With much of the work now completed, the final phase is underway. Crews will be removing the remaining overhead lines and taking down poles to fully complete the project.

As this work wraps up, it represents a long-term investment in infrastructure and sets the stage for the next phase of undergrounding work, which will begin this summer.

OPERATIONS CENTER DELIVERED \$1.4 MILLION UNDER BUDGET



ALP Utilities completed construction of its new Operations Center last fall, delivered approximately \$1.4million under budget.

The project was completed through careful planning, strong oversight and disciplined cost management, reducing the need to use contingency funds and helping lower overall cost.

The new facility brings electric and water operations together in one location, improving safety, coordination and efficiency.

Delivering this project under budget reflects ALP's commitment to responsible planning and long-term investment in reliable service for Alexandria.



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HYDRANT FLUSHING UNDERWAY

We're currently flushing fire hydrants across the city, with work taking place over several weeks, Monday through Friday between 7:00am to 4:00pm.

Hydrant flushing helps remove mineral deposits and sediment from the water mains and ensures hydrants are working properly for fire protection.

During this process, customers may notice temporary water discoloration. If this occurs, running cold water for a few minutes should help clear the line.

This is routine maintenance that helps keep the water system operating safely and efficiently.

ALP UTILITIES

SUMMER WATERING GUIDELINES

ALP Utilities encourages our water customers to follow lawn watering guidelines from the beginning of May through the start of September.

If the last digit of your house number is an odd number, water on odd calendar days. Even-numbered addresses should water on even numbered days.

For best results, water before 10:00am or after 6:00 pm to reduce evaporation. New sod and landscaping may be watered daily for up to 30 days after installation during these same hours.

These guidelines help manage water use during summer months and support consistent service across the community.

We do have a few exemptions to this guideline, which includes customers using private wells for watering and hand watering gardens using a hose or can.



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